



Connecting to SU-secure – Mac OS X

Updated 10/10/18

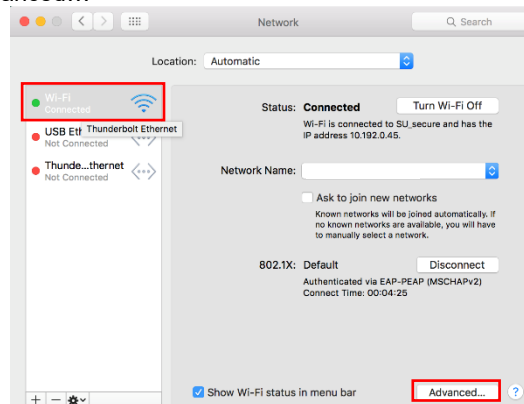
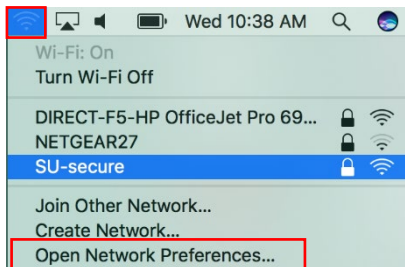
Content provided by ITS Data Network Operations

Overview

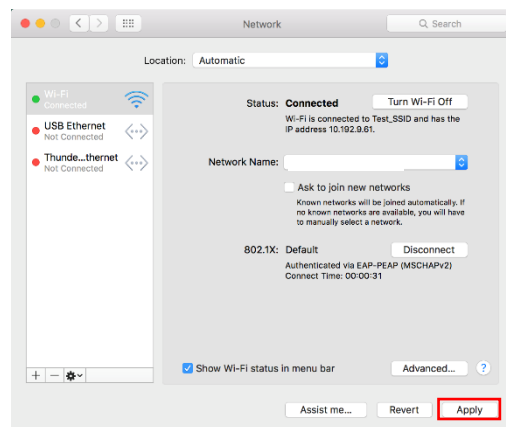
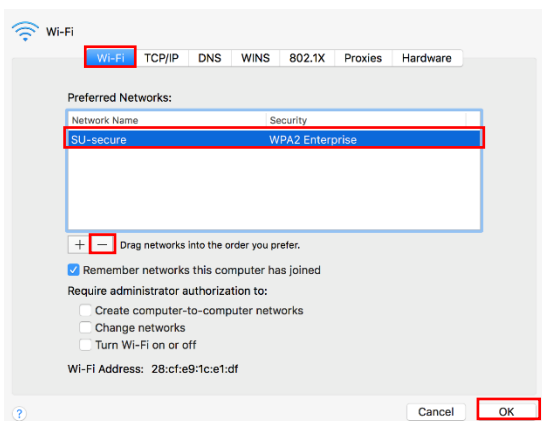
This document provides step-by-step instructions for both automatically and manually configuring your Mac OSX computer to connect to SU-secure. Attempt automatic configuration first. Only attempt manual configuration if automatic configuration is unsuccessful. SU-secure is only available for use by Seattle University students, faculty, staff, and Jesuits. For information about guest wireless access, please visit the guest account page at: <https://www.seattleu.edu/support/guides/guest-accounts/>

Remove Existing SU-secure Profile

1. Press the wifi icon in the status menu and select 'Open Network Preferences'
2. On the 'Network' menu, select your Wi-Fi network and click on 'Advanced...'



3. In the 'Wi-Fi' tab, select SU-secure from the list and click on the minus button to remove it. Then click 'OK'.
4. Click the 'Apply' button on the Network menu to apply the settings.



Automatic Configuration

1. Per the instructions above, ensure you have removed any existing SU-secure profiles from your device.
2. Visit the ITS downloads page at <https://www.seattleu.edu/support/downloads/>. You may be prompted to enter your SeattleU credentials to access this page.
3. Locate the 'Auto Configure SU-secure' heading and download the Apple Devices configuration package.
4. Locate the 'AutoConfigureApple-SU-secure.mobileconfig' file in your downloads and double click it to begin installation
5. Click 'Continue' to install the SU-secure profile. Press 'Continue' again when you are prompted that the author of the profile is unknown.
6. Enter your SeattleU credentials when prompted and click 'Install'
7. If prompted, enter administrator credentials and click 'OK'



Connecting to SU-secure – Mac OS X

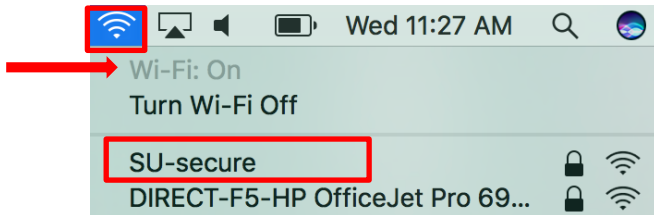
Updated 10/10/18

Content provided by ITS Data Network Operations

Manual Configuration

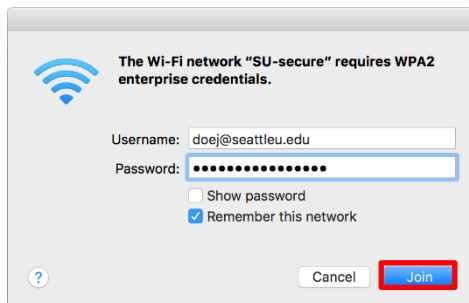
1. Connect to SU-secure

- Click on the wireless icon in the system toolbar to bring up the list of available wireless networks
- Ensure that your wifi antenna is switched on, and then select 'SU-secure' from the list of available networks



2. Enter your credentials

- A window will appear that prompts you to enter your credentials. Enter your SeattleU username and password, ensure 'Remember this network is checked', and click 'Join'

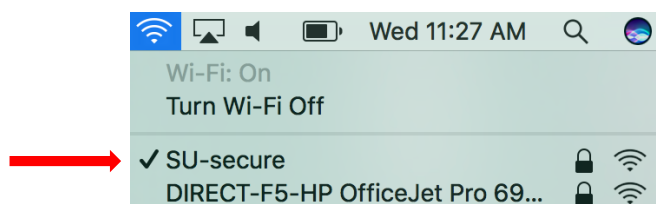


- You may be asked to verify the security certificate. Verify that you are authenticating to either **oitias1.seattleu.edu** or **oitias2.seattleu.edu** and then click 'Continue' to accept the certificate and connect



3. Verify that you are connected

- Upon successful connection, your wifi menu will show a check mark next to SU-secure:





Connecting to SU-secure – Mac OS X

Updated 10/10/18

Content provided by ITS Data Network Operations

4. If you are unable to connect your device to SU-secure after following the above steps:

- a. Visit <https://www.seattleu.edu/its/support/support-articles/wireless-network-connect-to-su-secure.html> and locate the troubleshooting guide for your device.

If you need assistance

If you are still unable to connect to SU-secure after configuring your device according to the steps in this document, you can contact the Help Desk for assistance. For time-sensitive issues, the ITS Help Desk is available Monday-Friday 7:00am-7:00pm via phone at 206-296-5571. For non-time sensitive issues, or issues occurring outside Help Desk hours, you can contact the Help Desk via email at helpdesk@seattleu.edu.

When opening a support ticket with the Help Desk, please provide the following information:

- Your account username (i.e. 'doej').
- The brand and model of the device you are attempting to connect to SU-secure.
- The operating system version of the device you are attempting to connect to SU-secure.
- What location (building, room) you are attempting to connect in.
- A description of the error message or problem you are seeing.